Survey for rating customer service by Public Sector Banks

2351. DR. B.B. DUTTA: Will the Minister of FINANCE be pleased to state:

(a) whether there is a proposal to carry out all India survey to rate the customer service provided by 27 public sector banks in the country;

(b) if so, the basic objective behind the survey; and

(c) the details of measures taken so far to improve customer service skills of public sector bank?

THE MINISTER OF FINANCE (SHRI P. CHAIDAMBRAM): (a) Yes, Sir

(b) The basic objective behind the survey is
to inculcate better consciousness about service to the customer, each bank coming to know its status about level of customer satisfaction afforded by it.

(c) Reserve Bank of India (RBI) had appointed a Committee on Customer Service in Banks under the Chairmanship of Shri M.N.
Goiporia. The Committee made a number of recommendations for improving customer service in banks. Most of these recommendations have been implemented by banks. RBI have formulated the Banking Ombudsman Scheme, 1995 which seeks to provide expenditious and inexpensive redressal
of customers complaints against banks. As recommended by the Goiporia Committee on Customers Service, banks have introduced training modules to improve customer service skills of their employees.

Proposal to Develop Konark as international tourist place

2352. SHRIMATI JAYANTI PATNAIK: Will
the Minister of TOURISM be pleased to state:

(a) whether Goverment have a proposal to develop Konark as a place of international tourist importance;

(b) if so, the central assistance proposed to be extended for the purpose; and

(c) the details of the schemes prepared thereon?

THE MINISTER OF PARLIAMENTAY AFFAIRS AND MINISTER OF TOURISM (SHRI SRIKANTA JENA): (a) The State Government of Orissa has identified Puri-Konark as a special tourism area for the development and promotion of Tourism in the State.

(b) and (c) The Department of Tourism provided Central Financial Assistance to the State/Union Territory Goverments for the specific projects received from them on the basis of their merits, inter see priority and availability of funds. The Department of Tourism has provided Central Financial Assistance for five projects at Konark and sanctioned an amount of Rs. 56.59 lakhs. These projects are yatriniwas, open air theature, swiss tents at Konark Beach and Konark Festivals during 1990-91 and 1993-94.

Entry of Foreign Print Media

2353. SHRI S.S. SURJEWALA:
SHRI OP. KOHLI:
SHRI AJIT P.KJOGI:
SHRI SHRI CHARAN SINGH:

Will the Minister of INFORMATION AND BROADCASTING be pleased to state:

(a) whether it is a fact that the National Federation of Newspaper and News Agency Employees has urged the Prime Minister to take immediate measures to stop entry of foreign print media into the country and to initiate plan to curb foreign electronic media's "Subversive propaganda against India's ethos" as per the news-item published in Hindustan Times of 29th June, 1996; and

(b) if so, what is the reaction of Government thereto?

THE MINISTER OF INFORMATION AND BROADCASTING (SHRI CM. IBRAHIM):
(a) No, Sir.

(b) Does not arise.

Regional rural banks making profits

2354. SHRIE.BALANANDAN:
SHRI BHAGABAN MAJHI:

Will the Minister of FINANCE be pleased refer to the answer to Unstarred Question 991 given in the Rajya Sabha on 23rd July, 1996 and state:

(a) whether some regional rural banks are running in profit; and

(b) the reasons for other regional rural banks not running in profit?

THE MINISTER OF FINANCE (SHRI P. CHIDAMBARAM): (a) 32 Regional Rural Banks (RRBs) earned net profit during 1994-95.

(b) The reasons for other RRBs not running in profit primarily are high establishment costs, low volume of business, low margins and low recoveries.

Establishment of Coastal Tourism Development Authority

2355. SHRI YERRA NARAYANA SWAMY: Will the Minister of TOURISM be pleased to state:

(a) whether it is a fact that Government propose to establish a Coastal Tourism Development Authority;

(b) if so, whether any steps have been taken to develop the Andhra Pradesh Coast;

(c) whether any survey has been conducted of the tourist potential of Andhra coastline; and

(d) if so, the details thereof?

THE MINISTER OF PARLIAMENTARY AFFAIRS AND MINISTER OF TOURISM (SHRI SRIKANTA JENA): (a) No Sir.

(b) to (d) Does not arise.

Report on Flight Safety Surveillance

2356. SHRI PREM CHAND GUPTA: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that the International Civil Aviation Organisation and the United Nations Development Programme submitted a report in December, 1993 on flight safety surveillance to the Government of India;

(b) if so, whether these recommendations have been implemented by the Government of India; and

(c) if not, what are the reasons therefor?

THE MINISTER OF CIVIL AVIATION (SHRI CM. IBRAHIM): (a) Yes, Sir.

(b) and (c) Out of the 23 recommendations pertaining to Directorate General of Civil Aviation, 22 have been implemented. The remaining one recommendation requires one flight inspector for each type of aircraft operated by the airlines. Due to large variety of aircraft operated by various operators, it is not possible to have type rated flight inspectors for each type of aircraft. However, surveillance of operations on each type of aircrft is carried out by the flight inspectors and other experienced officers of the Directorate General of Civil Aviation.

देश में हवाई अड्डों पर सुरक्षा व्यवस्था पर खर्च की जा रही धनराशि

2357. **श्री राघवजी:** क्या नागर विमानन मंत्री यह बताने की कृपा करेंगे कि:

(क) गत तीन वर्षों के दौरान नागर विमानन मंत्रालय द्वारा देश के विभिन्न हवाई अड्डों पर सुरक्षा व्यवस्था पर हो रहे खर्च के रूप में राज्य-सरकारों को कितनी कुल धनराशि का भुगतान किया गया है;

(ख) क्या मंत्रालय ने राज्य सरकारों को उन्हें सुरक्षा व्यवस्था की स्वतंत्र जिम्मेदारी सौंपने के संबंध में कोई प्रस्ताव भेजा है, यदि हां तो उक्त प्रस्ताव पर अब तक क्या कार्यवाही की गयी है; और

(ग) वर्ष 1996-97 के दौरान नागर विमानन मंत्रालय को सुरक्षा व्यवस्था हेतु कितनी धनराशि का भुगतान करना पड़ेगा और बजट में इस प्रयोजनार्थ कितना प्रावधान किया गया है; क्या बजट में किया गया प्रावधान अपर्याप्त है और यदि हां, तो इसके क्या कारण हैं?

नागर विमानन मंत्री (श्री सी॰एम॰ इब्राहीम): (क) पिछले तीन वर्षों के दौरान सुरक्षा प्रबन्धों पर खर्च की कुल राशि निम्नलिखित है:-

(करोड़ रुपयों में)

वर्ष	सुरक्षा पर खर्च की गई कुल राशि	राज्य सरकार को वापस की गई राशि	भारतीय विमानपत्तन प्राधिकरण द्वारा खर्च की गई राशि
1993-94	21.52	16.40	5.12
1994-95	21.22	17.12	4.10
1995-96	31.26	26.32	4.94

(ख) जी, नहीं।